## IN THE SPECIFICATION

Please amend the specification as follows.

On page 25, please amend the title shown prior to the Abstract of the Disclosure as follows.

SKILLS-BASED ROUTING OF A COMMUNICATION SESSION ~~RECEIVED AT A SWITCH~~

## IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below whether or not an amendment has been made.

Please amend the claims as follows.

1.    **(Currently amended)** A method for skills-based routing of a communication session received at a switch, comprising:

receiving a request to establish a communication session between a client and one of a plurality of service agent stations;

generating a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

comparing the profile of the communication session to a skills table, wherein the skills table **includes a plurality of service agent records, each service agent record associating a service agent station with one or more skill entries;** ~~associates a service agent to a plurality of skill entries in a service agent record; and~~

**identifying, based on the comparison of the profile and the skills table, a subset of the skill entries included in the skills table;**

**generating a list of service agent records by applying one or more arithmetic algorithms to the subset of skill entries; and**

selecting one of the service agent stations **from the list of service agent records** ~~in response to comparing the profile of the communication session to the skills table~~.

2.    **(Currently amended)** The method of Claim 1, wherein generating a profile of a communication session comprises: